

POSITION DESCRIPTION

PD Tracking Number WW0Y623
Series, Title and Grade 0343 Program Analyst GS-12
Department National Capital Region (NCR)

Introduction Statement

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This position description is designated with a Cybersecurity Data Element Code 000, based on the requirements in the November 2, 2016 version of the NICE Cybersecurity Workforce Framework.

Position Sensitivity and Public Trust: Non-Sensitive, Moderate Risk, Tier 2, per designation 11-15-2022

This position is located within the Financial Management Branch at the Heating Operation and Transmission Division (HOTD) of General Services Administration (GSA), Public Building Service (PBS), Office of Facilities Management (OFM). Provides a variety of program support to the organization in areas that may include budget, administrative support, business and program planning, contract administration, and information management. Performs analysis, oversight, and strategic assessments to track and aid the management of the Plant's budget, financial, and operational performance. Responsibilities also include Reimbursable Work Authorization (RWA) and Security Work Authorization (SWA) funding and processing, steam and chilled water metering and billing.

The Financial Management Branch of the GSA-Heating Operations & Transmission Division (HOTD) oversees and manages an annual budget (\$50M) for the HOTD Plant. HOTD mission within GSA, is to provide a reliable, cost effective and environmentally compatible supply of steam and chilled water services to federal and quasi-federal buildings throughout the Nation's Capital.

Major Duties

Monitors, evaluates and/or executes assigned programs and initiatives.

Analyzes and evaluates (on a quantitative or qualitative basis) the effectiveness of program operations in meeting established goals and objectives.

Performs cradle to grave analyses, develops life-cycle cost analyses and develops recommendations for improving the efficiency and effectiveness of the management of the program and initiatives.

Develops recommendations for regional activities, operating policies and/or procedures. Serves as technical advisor for assigned program activities, recommending appropriate resources to facilitate accomplishment of objectives.

Performs studies requiring evaluation and identification of a variety of operational problems, evaluating alternative solutions and recommending appropriate action.

Participates in comprehensive management studies, initiatives, or data-gathering efforts, where the boundaries of the studies are broad and difficult to determine in advance, i.e. the actual limits of the project are developed as the study proceeds. Studies are typically designed to provide information that will assist management in controlling GSA's diverse program areas, determining the effects on program delivery, and identifying actual or potential problem areas impacting program operations.

Prepares and/or conducts briefings for senior management to explain the specific analysis of subject matter, as well as to provide recommendations or action plans and provide guidance and/or direction for implementation. Makes recommendations for the development or modification of program objectives and resource utilization to achieve the established goals, and to improve the performance of operating programs.

Work, on occasion, involves aspects that are new and controversial. Analysis and evaluation requires

use of established techniques and, as required, modification of existing evaluation methods and techniques.

Conducts analytical studies that are of special interest to specific functional activities or programs, and participates in sensitive aspects of the program. Studies oftentimes include evaluation of data that is sensitive in nature. Reviews, evaluates and monitors the progress of regional program areas in accomplishing objectives by appraising performance, progress, program status and trends against approved objectives and program goals and schedules.

Participates in comprehensive management studies, initiatives, or data-gathering efforts, where the boundaries of the studies are broad and difficult to determine in advance, i.e. the actual limits of the project are developed as the study proceeds. Studies are typically designed to provide information that will assist management in controlling GSA's diverse program areas, determining the effects on program delivery, and identifying actual or potential problem areas impacting program operations.

Prepares and/or conducts briefings for higher level management to explain the specific analysis of subject matter, as well as to provide recommendations or action plans and provide guidance and/or direction for implementation. Makes recommendations for the development or modification of program objectives and resource utilization to achieve the established goals, and to improve the performance of operating programs.

As directed, may also perform additional administrative and special, one-time projects that are of a time sensitive and confidential nature, and which require extensive research, analysis and evaluation of a wide variety of information.

Process budgetary, financial matters and accounting systems for the organization. This includes preplanning of program objectives in connection with the development of budget estimates; the planning, establishment, review, and coordination of essential systems for budgetary and fiscal analysis to ensure a tight financial control of program expenditures; and the allocation of funds to ensure the adherence to the provisions of applicable statutes pertaining to the allocation of funds and the administering of accounts.

Assist with leading the billing process (e.g., BAAR), utility bill analysis and quality control, steam forecasting, Cogen analysis and cost reduction goals, and major upgrades to metering software and hardware.

Manages all major customer inquiries and prior-year billing reconciliation efforts.

Manage plant's natural gas, electricity & water usage with responsibility to verify suppliers' usage & billed amount vs in-house metering.

Foster and maintain relationships with the Office of Chief Financial Officer (OCFO), GSA Energy Division and GSA-IT Office. Acts as a liaison between HOTD and Central Office based Budget, RWA and Finance resources. Provides administrative and technical expertise to GSA personnel to review and/or assess RWA, Budget and Financial situations which are unique or otherwise unusual in nature. Liaison activities associated with IT system support requirements for both existing and planned automated systems.

Create and maintain databases of internal plant performance and financial metrics for data analysis to inform plant operations. Knowledge of statistics and modeling to forecast natural gas, steam, and water usage, and to produce graphs/tables on quick demand for intra-department consumption. Translates Plant's financial performance, goals, and workflows to GSA business and organizational processes.

Performs other related duties as assigned.

Factor Levels

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION. LEVEL 1-7, 1250 POINTS

Knowledge of program analysis, management and evaluation methodologies, including the organizational theories and research principles necessary to perform broad, far-reaching studies impacting regional and agency operations.

Knowledge of qualitative and quantitative techniques to analyze the effectiveness and efficiency of assigned programs, specifically management objectives and issues relevant to organizational goals.

Knowledge of agency organization, programs, mission and functions in order to apply analytical and evaluative methods to issues concerning the efficiency and effectiveness of programs operations or functions.

Ability to identify problem areas, conduct studies, analyze findings and make recommendations on substantive operating programs.

Knowledge of Government and agency regulations, policies, processes and procedures, including Federal laws and regulations, Executive Orders and agency directives pertaining to the designated program area(s).

Skill in interpersonal relations and in written and oral communications required to explain and negotiate requirements and/or implementation of program initiatives; ability to present findings and conduct formal meetings in a concise and professional manner.

FACTOR 2. SUPERVISORY CONTROLS. LEVEL 2-4, 450 POINTS

Within a framework of priorities, funding and overall project objectives, the employee and supervisor develop a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion.

The employee is responsible for planning and organizing the study, estimating costs, coordinating with staff and line management personnel, and conducting all phases of the project. This frequently involves the definitive interpretation of regulations and study procedures, and the initial application of new methods. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact.

Completed projects or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives. Completed work is also reviewed critically outside the employee's immediate office by staff and line management officials whose programs and employees would be affected by implementation of the recommendations

FACTOR 3. GUIDELINES. LEVEL 3-4, 450 POINTS

Guidelines include general administrative policies and organizational theories that require considerable adaptation and/or interpretation. Guidelines frequently lack specificity, are sometimes conflicting and/or only conceptual in nature; therefore, the incumbent is required to use sound technical judgment in researching and/or adapting the guidelines to various complex situations.

FACTOR 4. COMPLEXITY. LEVEL 4-4, 225 POINTS

The work involves gathering information, identifying and analyzing issues, and developing recommendations to resolve substantive problems of effectiveness and efficiency of work operations in a program or program support setting.

Assigned projects and programs studies are difficult due to complexities encountered in measuring effectiveness and productivity due to variations in the nature of programmatic issues studied. Information about the programs is often conflicting, incomplete, or difficult to document.

Must apply originality in refining existing evaluative techniques for application to the analysis of specific program issues or problems.

FACTOR 5. SCOPE AND EFFECT. LEVEL 5-4 225 POINTS

The purpose of the work is to assess the effectiveness and efficiency of program operations. Work involves establishing criteria to measure and/or predict the attainment of program or organizational goals and objectives. Work involves the evaluation of program effectiveness regarding the delivery of program benefits or services at the operating level.

Work contributes to the improvement of productivity, effectiveness, and efficiency in program operations at the GSA regional level. Work affects the plans, goals, and effectiveness of regional missions and programs.

FACTOR 6. PERSONAL CONTACTS. AND FACTOR 7. PURPOSE OF CONTACTS. LEVEL 3C, 180 POINTS.

Contacts are with individuals within the immediate organization, other agency personnel at various grade levels throughout the Agency, and with employees of other Federal agencies and the general public in a moderately unstructured setting.

Contacts are typically initiated to research criteria, gain information regarding specific issues, explain and/or clarify goals and objectives, exchange and provide information to a variety of individuals, and influence management officials in accepting and/or implementing findings and recommendations. The employee may encounter resistance due to such issues as organizational conflict, competing objectives, resource problems, etc.

FACTOR 8. PHYSICAL DEMANDS .LEVEL 8-1, 5 POINTS

Work is sedentary in nature.

FACTOR 9. WORK ENVIRONMENT. LEVEL 9-1, 5 POINTS

Work is generally performed in an office setting.

TOTAL POINTS: 2790

POINT RANGE : (2755-3150) = GS-12

FLSA EVALUATION

FLSA Non-Exempt

Met - Salary Threshold. Base pay for this position AND, Met - Primary duty consistent with 5 CFR 551.104 (non-manual work directly related to the management of, or general business operations of the employer or its customers) AND Not Met - Job duties require exercise of discretion and independent judgment.

Conclusion: Non-Exempt

Position Classification Standards Used

Administrative Analysis Grade Evaluation Guide, TS – 98 August 1990

Management and Program Analysis Series, 343, TS – 98 August 1990